

JUN 17 2005

Application No. 10/002,743
Information Disclosure Statement

Customer No. 01933

Attorney Docket No. 01702/LH

CERTIFICATE OF FACSIMILE
TRANSMISSION
TO NO. 1-703-872-9306

**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

TOTAL PAGES: 40

Applicant(s): Toshio UENO

IDS (2); PTO/SB/08A (1);
PTO/SB/08B (1); European Office
Action (6); DE 101 05 532 A1
(12); WO 01/02954 A1 (18);

Serial No. : 10/002,743

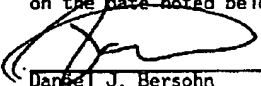
Filed : November 2, 2001

For : TECHNICAL SUPPORT SYSTEM

Art Unit : 3623

I hereby certify that this paper
is being facsimile transmitted to
the Commissioner for Patents
on the date noted below.

Examiner : Romain Jeanty


Daniel J. BersohnDated: June 17, 2005

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

S I R :

Submitted herewith is a Form PTO/SB/08A listing publications which were cited by the Examiner in related application Serial No. 10/002,771 as well as two publications cited in an office action in European Application No. 02 770 188 corresponding to related U.S. Application Serial No. 10/002,772. Said European Office Action is listed on Form PTO/SB/08B. U.S. Publication 2001/0013063 A1 corresponds to German Publication 101 05 532 A1 and WIPO Publication 01/02954 corresponds to USP 6,467,088. German Publication 100 29 455, listed on the European Office Action was previously made of record.

It is respectfully requested that these publications be considered and made of record in the present application. And it is respectfully requested that an initialed copy of the Forms PTO/SB/08A and PTO/SB/08B be returned to indicate that these publications have been considered and made of record.

Application No. 10/002,743
Information Disclosure Statement

Customer No. 01933

No fee is required since a first Office Action has not yet been issued. Nevertheless, authorization is given to charge any necessary fees to Account No. 06-1378.

Respectfully submitted,



Douglas Holtz
Reg. No. 33,902

Frishauf, Holtz, Goodman & Chick, P.C.
220 Fifth Avenue, 16th Floor
New York, NY 10001-7708
Tel. No. (212) 319-4900
Fax. No. (212) 319-5101
DH:db/iv
encs.

PTO/SB/08A

INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number		10/002,743			
				Filing Date		November 2, 2001			
				First Named Inventor		Toshio UENO			
				Group Art Unit		3623			
				Examiner Name		Romain Jeanty			
Sheet	1	of	2	Attorney Docket Number		01702/LH			
U.S. PATENT DOCUMENTS									
Exam. Init ¹	Cite No ¹	Document Number		Kind Code ²	Name of Patentee or Applicant		Publication Date MM-DD-YYYY	Relevant Portion	
		5819272		A	Benson, Max L.		10-06-1998		
		6487560		B1	LaRue et al.		11-26-2002		
		6694335		B1	Hopmann et al.		02-17-2004		
		6836830		B1	Yamagami et al.		12-28-2004		
		2002/0129047		A1	Cane et al.		09-12-2002		
		2002/0133509		A1	Johnston et al.		09-19-2002		
		2001/0013063		A1	Hall et al.		08-09-2001		
		6467088		B1	alSafadi et al.		10-15-2002		
FOREIGN PATENT DOCUMENTS									
Exam Init ¹	Cite No ¹	Office ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant		Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
		WO	01/02954	A1	KONINKLIJKE PHILIPS ELECTRONICS		01-11-2001		
		DE	101 05 532	A1	HEWLETT-PACKARD CO.		08-09-2001		
Examiner Signature						Date Considered			

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

⁶ Mark here if English translation is attached.

DATE MAILED: June 17, 2005

PTO/SB/08B

INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/002,743	
				Filing Date	November 2, 2001	
				First Named Inventor	Toshio UENO	
				Group Art Unit	3623	
				Examiner Name	Romain Jeanty	
Sheet	2	of	2	Attorney Docket Number	01702/LH	
NON PATENT LITERATURE DOCUMENTS						
Exam Inits ¹	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.				T ²
		Communication pursuant to Article 96(2) EPC issued in European Application No. 02 770 188.7-2221 on November 19, 2004				
Examiner Signature					Date Considered	

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

⁶ Mark here if English translation is attached.

DATE MAILED: June 17, 2005